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1-800 SERVICE PER MINUTE/ADVANCED FEATURES

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1-800 service extends agency services by allowing state citizens to access state services at no cost. Long distance 1-800 services are billed to the agency.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Basic Toll Free (1-800) Service	Route 1-800 number to specific requested number.
Advanced Features	<ul style="list-style-type: none"> • Alternate Call Routing • Day of Week Routing • Day of Year Routing • Geographical Routing • Toll Free Assistance • Menu Routing • Consult your Voice Planner for more enhanced features
Advanced Features for Dedicated Services	<ul style="list-style-type: none"> • Busy Ring No Answer • Dialed Number Identification • Direct Termination Overflow, Trunk to Trunk Overflow • E-Z Route Features (See Qwest Services)

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Advanced Features	Some features are dependent on the PBX or Key System in place. Please contact the agency assigned DTS Voice Planner or Customer Relations Manager or call (801) 538-3440 or (800) 678-3440.

Rates and Billing

FEATURE	DESCRIPTION	BASE RATE
1-800 Service	Customer Toll Free Calling services	\$0.06 per minute per call
Advanced Features	Vendor Provided Enhanced services	Cost Plus 10%

ORDERING AND PROVISIONING

All telephone service requests must be in writing. Please contact your DTS Customer Relationship Manager or send your request via email to the Telecom Order Desk at ITSORDERBOX@UTAH.GOV (See Customer Responsibilities).

DTS RESPONSIBILITIES

Provide customer with a monthly bill that is clear, concise, and accurate.

Resolve any billing issues monthly, issuing credits/debits when applicable.

DTS will submit an order request on the behalf of the customer to the vendor under contract. DTS will also ensure the order is filled to customer specifications and in a timely manner.

Notify customer of any changes that may possibly affect their service via the DTS Change Management process.

AGENCY RESPONSIBILITIES

When the service is no longer needed, Customer will notify DTS and request an order to remove services.

Review monthly billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days.

Consult agency assigned DTS Voice Planner for service options and features.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied